

23 February 1984

MEMORANDUM FOR THE RECORD

25X1
SUBJECT:

During my three discussions with Evelyn, I have asked her if she has any problems at all with the way in which she is being trained - including the way Mary explains things to her, her progression, the amount of time Mary spends with her, etc. She never alluded to any problems in this area, only the problems she was having in processing the claims.

She quit using the check sheet this week because she said she didn't have time to make copies.

Another problem is that Evelyn has been putting D/C forms in the Additional Drawer even though they must be initiated first.

When we made our logistical moves-part of the effort was to free up a desk for Evelyn - close to Mary, which would have been Charlotte's. However, when we offered her the opportunity to move up front she declined.

For the period 1 February - 17 February Evelyn processed 89 claims of which 65 were returned for errors. Some of these were returned several times before they were corrected.

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Chief, Insurance Branch